



Patents

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	)	
Matthew G.A. McConnell et al.	)	
	)	Art Unit: 2614
Serial No.: 10/645,917	)	
	)	Examiner: Bui, Bing Q
Filing Date: August 20, 2003	)	
	)	Confirmation No.: 9581
Title: Method and System for Selecting a	)	
Preferred Contact Center Agent Based	)	Attorney Docket No.: 07117.105015
on Agent Proficiency and Performance	)	
and Contact Center State	)	

AMENDMENT AND RESPONSE UNDER 37 C.F.R. § 1.116

Mail Stop AF  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

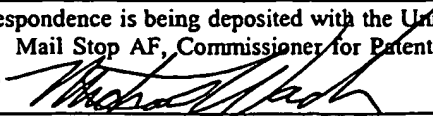
Sir:

Responsive to the Official Action mailed June 15, 2006, please enter the following amendments and consider the following remarks.

PLEASE ENTER  
P2  
9/28/2006

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on September 11, 2006.

  
Michael L. Wach, Reg. No. 54,517